

Relax

here's all of the answers



FREQUENTLY ASKED QUESTIONS ABOUT AGED CARE

Q. Can residents have their own room?

A. When available, we allocate single rooms on an 'as needed' basis, taking into account each individual resident's care needs.

Q. Are there any activities?

A. Residents, their families and friends are able to see the monthly schedule of activities in the particular Residence newsletter. We provide a wide variety of activities including bingo, games, news reading, outings, community visitors and church services. Family and friends are welcome to join in activities with residents.

Q. What services are provided?

A. Our residences have many services onsite including daily activities, and additional services are provided by visiting healthcare and wellbeing professionals. For the health and comfort of residents, we provide 24/7 registered nursing care, dietician services, physiotherapy, diversional/occupational therapy, speech pathology, aromatherapy, hydrotherapy and palliative care. Other

services include optometry, podiatry, dentistry, hairdressing, regular church services and non-dedicated respite.

Q. Can we still use our own doctor?

A. Yes, you are welcome to arrange your GP to visit a loved one in any of our Residences. To ensure minimal disruption to a resident's routine, please advise one of our staff of arrangements in advance.

Q. What are the visiting hours?

A. There are no restrictions on visiting hours, however we insist that you respect other residents especially if visiting after hours.

Q. What can residents bring with them?

A. It is best to view the resident's particular room first and then decide in relation to furniture. We encourage residents to bring personal items such as photos, a bedspread and cherished keepsakes, to help them feel more at home. These items can be brought in on admission.

Q. Can we have pets?

A. It is important to consult with staff before bringing a resident's pet into a Residence, as this is at the discretion of the Facility Manager.

Q. How long is your waiting list?

A. Vacancies can change by the hour, and urgent placements from local hospitals generally take priority. It is best that you call 1300 TRICARE and discuss individual needs with one of our Client Services Specialists. We will be able to give you advice on the most appropriate course of action to take regarding a placement.

Q. What happens with medication?

A. When a GP prescribes particular medication for a resident, our highly experienced registered or endorsed nursing staff onsite will administer the medication to the directions of the GP. Our Residences have pharmacy support services ensuring the correct medications are provided for individual residents.

Q. Do you have accommodation for couples?

A. Yes, our companion rooms can be utilised for couples. Both residents must have a valid Aged Care Assessment Team (ACAT*) assessment to be eligible for admission to one of our Residences.

Q. How do I arrange an ACAT* assessment?

A. We can assist you in the process required to arrange an ACAT* assessment for a loved one. Simply call 1300 TRICARE to speak with one of our Client Services Specialists. An ACAT* team member will visit you to gain an understanding of the lifestyle and needs of the person requiring full-time aged care.

The assessment will determine eligibility for placement in one of our Residences.

Q. What should we expect to pay?

A. In standard residential care, the Australian Government and Centrelink set a basic daily fee based on an individual assessment of a resident's income and assets. Providers are bound by these determinations. A financial assessment of an individual's circumstances will be conducted by Centrelink prior to (or shortly after) entry into a residential aged care facility. Additional fees and charges apply for extra service Residences, where residents are able to choose lifestyle extras and hotel-like services.

The Department of Health documents provide more information on understanding aged care.

Q. How do I find out about Government-subsidised aged care?

A. To find out whether your loved one is able to receive a subsidy from the Government and lower the cost of aged care, you will need an aged care means test assessment. Call 1300 TRICARE to speak with one of our Client Services Specialists who can assist you in the process to get an assessment.

Q. Does the pension of an aged care resident change after admission?

A. The resident's pension will not be affected after they move into full-time aged care. If the resident is your partner and you are separated as a result of full-time care reasons, you may be entitled to a higher rate of pension. Call 1300 TRICARE to speak with one of our Client Services Specialists who can assist you in the process of pension assessment.

**ACAT is known as Aged Care Assessment Services (ACAS) in Victoria.*